



## SURVIVAL SCHOOL STUDENTS' HANDBOOK



**Head of Centre – Jonny Crockett**

Website – [www.survivalschool.co.uk](http://www.survivalschool.co.uk)

Email – [info@survivalschool.co.uk](mailto:info@survivalschool.co.uk)

**Administrative and Registered Office**

Higher Shuteslade, Meeth, Okehampton, Devon, EX20 3EP

01453 752220

**Staffordshire Site**

Knightley Park, Rangemore, Burton-on-Trent, DE13 9RW

07786 436518

**Devon Site**

Escot Park, Fairmile, Exeter, EX11 1LU

07786 436518



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STUDENT HANDBOOK

Name:.....

Course:.....



## ***Welcome to Survival School***

We are delighted to welcome you to Survival School and hope that you find your time with us safe, fun and ultimately rewarding and enjoyable.

This handbook contains all the information about Survival School and your courses. Please take the time to read through it so that you know what to expect from your course.

If you need assistance at anytime, please contact us either by phone or email. We will be only too happy to point you in the right direction. Also, if there is anything that you would prefer to be done differently, please let us know.

We would like you to feel at home whilst on our courses and we will go out of our way to ensure you have a great time with professional instructors and assessors and the best instruction available.

We look forward to working with you.



Jonny Crockett

Head of Centre

Survival School.



## ***Survival School's Mission Statement***

Survival School's aim is to provide the best bushcraft, survival and wilderness living education possible, putting our customers first through high quality teaching and support and always promoting conservation.

At Survival School we endeavour to improve our performance for you and we will always put you first. This is what we offer you:

### **Students**

- Accurate and impartial guidance
- Clear and accurate information about the costs
- Specialist help for students with disabilities or learning difficulties
- Initial induction
- High quality teaching and assessment by qualified and experienced staff
- Tutorial support
- Equality of opportunity to our programmes
- The opportunity for you feedback

### **Employers and the local Community**

- Prompt and efficient handling of your enquiries
- Named personnel with clear points of contact
- Clear information on the standards of skills and competence attained by students
- Clear information about training



## ***Quality Standards – Customer Services***

We are committed to:

- Putting our customers first
- Meeting our customers' needs
- Developing partnerships with staff, students, the community and industry
- Recognising and respecting the needs and rights of individuals
- The continuous improvement of our programme and services
- Providing our staff with appropriate training and evaluating its effectiveness

You can expect us to:

- Treat you with courtesy, respect and consideration
- Identify ourselves by name and position in the centre when we communicate with you
- Listen and respond appropriately
- Conduct our dealings with you with efficiency, integrity, fairness and professionalism
- Provide you with relevant, accurate and up to date information when you need it
- Make you aware of the standard of service we aim to provide
- Actively seek your comments on a regular basis

If a problem arises, we will:

- Wherever possible, deal with the matter straightaway
- Advise you of what action can be taken if it cannot be dealt with immediately
- Advise you of any further steps you can take if you remain dissatisfied



## ***Equality and Diversity***

At Survival School we are committed to promoting and celebrating diversity and equality of opportunity. We appreciate the benefits and richness that diversity brings. We want your time at Survival School to be enjoyable, successful and stimulating. Racism or treating people badly because of their age, gender, sexuality, religion, physical or mental differences is unacceptable.

## ***Student Code of Conduct***

This code of conduct exists to benefit everybody. Observing it is both good sense and a condition of Survival School membership. In doing so, everyone within Survival School will contribute to the care of Survival School, the personnel involved with Survival School and the environment.

You are asked to:

- Behave in a courteous, considerate and respectful manner towards others
- Behave in a way that does not endanger others
- Be punctual to all classes and attend all classes with equipment required
- Comply with course requirements in terms of wearing appropriate clothing and using serviceable equipment
- Not to smoke during lessons
- Not to attend whilst under the influence of controlled drugs or alcohol
- Refrain from using foul and abusive language to others
- Not litter the premises
- Switch off mobile phones whilst teaching is taking place
- Respect the environment at all times



## ***Complaints Procedure***

We are proud of the standards achieved at Survival School and the professionalism of the staff.

However, despite our best efforts, things occasionally do go wrong. When they do we want to know so that we can put them right as quickly as possible.

If your complaint involves a member of staff, you should, where possible, take up the matter directly with the person concerned and give them every opportunity to deal with the problem. You can also make a complaint in person to another member of staff in writing or by telephone – 01453 752220. You will receive a response within 10 working days.

## ***Harassment***

Survival School is committed to providing a safe, welcoming environment for all students and staff and will not tolerate any form of harassment or bullying. Harassment is any behaviour which is unreasonable, unwelcome or offensive to the person it is directed towards.

Survival School does not tolerate physical abuse, verbal threats, racist, sexist or religious comments.

## ***First Aid***

All staff are first aid trained and carry first aid kits. In the event of an accident or casualty ask the nearest member of staff for assistance. Always stay with the casualty until the first Aider arrives. All incidents and accidents must be reported to the course leader or head of centre.

## ***Appeals against Results***

Students may appeal against their assessment results:

- Within 5 working days of the grade being awarded the student consults with the individual assessor or the assessment leader
- If agreement cannot be reached, the student is advised that within 5 working days they can request the formal appeals procedure to be involved
- Within 10 working days of the decision that the result should stand being reached the head of centre must set up a meeting of the course team to which the student is invited. The head of centre will act as chairman.
- If agreement cannot be reached then the matter is referred to an independent arbitrator
- Within 10 working days the arbitrator considers all the documentation and evidence, including, where appropriate, interviewing staff or the student. The final decision is made by the independent arbitrator and this is communicated to both the head of centre and the student.